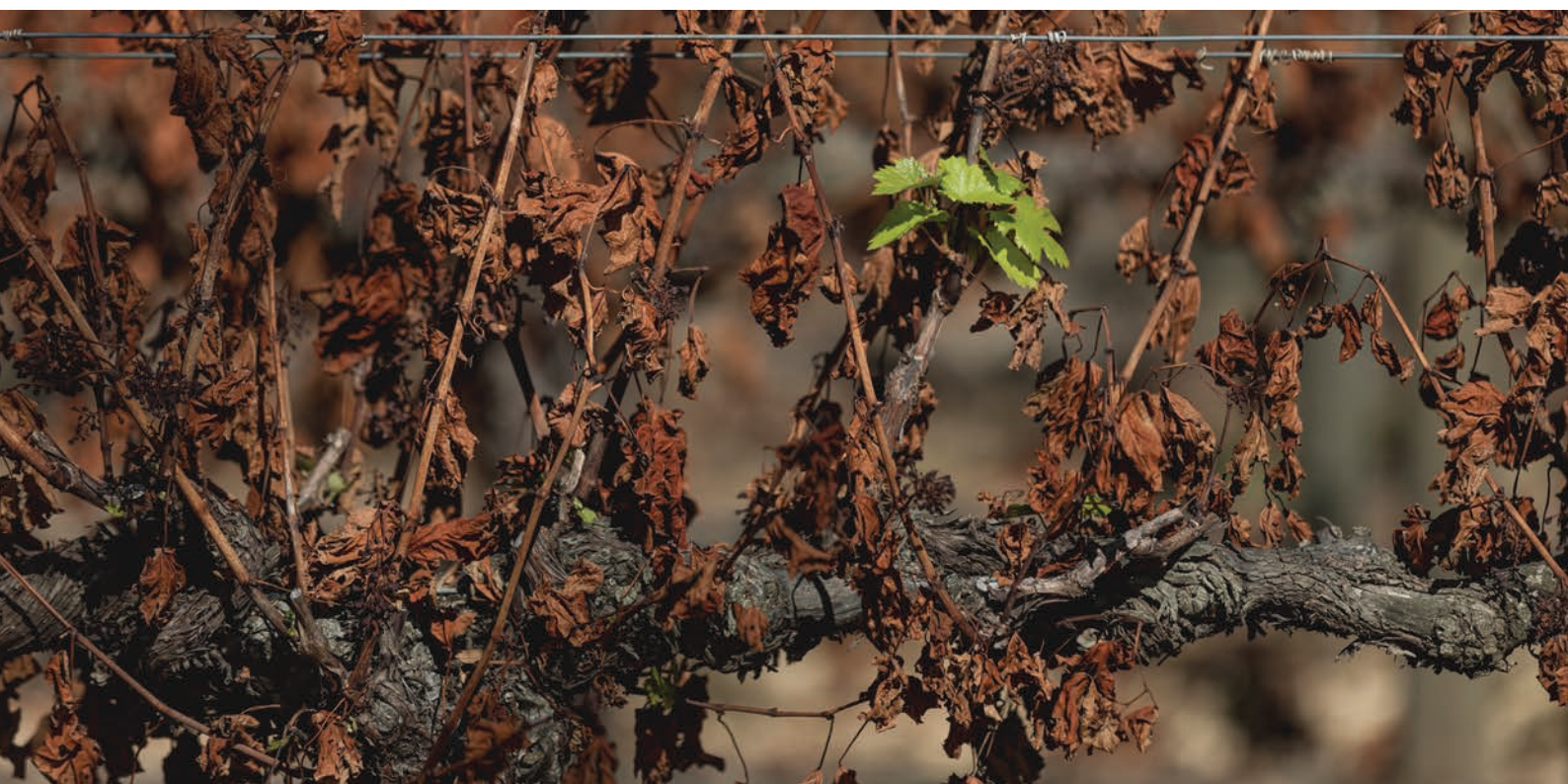**SOUTH AUSTRALIAN WINE INDUSTRY**
ASSOCIATION INCORPORATED

Preparing, Responding and Recovering From Bushfires
A WINE INDUSTRY RESOURCE AND WORKBOOK

Front cover image: Ben Macmahon Images

Contents

Introduction

The fires of the 2019/20 summer in South Australia, has reminded the grape and wine industry of the need to be prepared for such events.

The South Australian Wine Industry Association (SAWIA), has prepared this Resource and accompanying Workbook to assist wine industry businesses in planning and organising themselves before, during and after a bushfire event. Whilst the Resource and Workbook focuses on bushfire events, it can also be utilised for other emergencies with necessary modifications.

This Resource is broken into 3 main elements consistent with the State and Federal government approaches towards emergency management, they being:

- Prepare;
- Respond; and
- Recover.

A fourth section is also included which incorporates key links for businesses when preparing for and dealing with a bushfire event.

For each element, actions to be considered by the following key business areas are included:

- Worker and public safety;
- Asset management and insurance;
- Marketing and communications;
- Human resources; and
- Operations.

Whilst the Resource offers information to consider when preparing or responding to a bushfire, extending to recovery post the event, the accompanying Workbook enables businesses to consider the information and its potential impact as it relates to their business, and to establish their own plans in relation to a bushfire event.

For the purposes of this Resource and Workbook, the term "worker" incorporates employees, contractors and labour hire workers.

SAWIA would like to acknowledge the assistance provided by the South Australian Country Fire Service (CFS) and the contributions made by the following SAWIA industry partners in their respective areas of expertise:

Business Continuity Planning and Response

Insurance

For further information, including contact details, in relation to the above industry partners, please refer to page 30.

Prepare

Preparing for a bushfire is the most important element which will help a business and its workers to take the most appropriate action to save lives and preserve business assets.

Preparing involves considering and listing actions that can be undertaken in a number of areas to minimise the risk of the event occurring and/or minimise its impact. It also involves considering the steps to be taken if a bushfire occurs and actions to be taken following an event to enable recovery sooner and in a more coordinated fashion.

Part of this preparation is for businesses to ask themselves key questions, including:

• What would we do if the business is unable to operate tomorrow?

• Who would the business need to communicate with?

• How would the business support its employees?

• How would the business keep operating to the best of its ability (without key personnel; access or technology)?

• What would happen if employees become ill, injured or otherwise unavailable?

• What would be the impact on the supply chain?

• Would cashflow be impacted?

• What would be the long-term profit or financial impact of the event?

• What would be the long-term profit or financial impact of our decisions?

Worker and public safety

The preservation of human life is the fundamental and underpinning principle behind all business decision making associated with bushfire preparedness. It is imperative to put procedures in place that prepare both employees, owners and family members and the broader public, including visitors, to respond not just to a bushfire event, but also to environmental conditions that are conducive to a bushfire event. This includes a very high or catastrophic bushfire warning.

Risk Assessment

It is crucial to understand the risk factors that exist at the workplace. These factors affect not only the likelihood of damage during a bushfire event, but also how much impact it will have on the business.

Section 1 of the Workbook contains a checklist of the various risk factors that could impact your workplace. Completing the checklist will offer some indication to how well the business is prepared should a bushfire occur in the region, which will range from:

- Highest level - all risk factors have been addressed;

- Moderate level – most risk factors have been addressed;

- Low level - less than half of the risk factors have been addressed.

Businesses should not stay and defend the properties unless they are prepared to the highest level. Workers should be advised to leave early where possible and if necessary, evacuate early, well before a fire arrives to a Bushfire Safer Place. Given that fires can be very fast moving

Prepare

and unpredictable in nature, it should be remembered that there is a lag time between the CFS warnings and what is actually occurring on the ground. Evacuating late is not recommended and may not be an option.

For more information about the CFS warnings, refer to: **https://www.cfs.sa.gov.au/warnings-and-incidents/about-cfs-warnings/**

For more information about Bushfire Safer Places and Bushfire Last Resort Refuges in your local council area, refer to: **https://www.cfs.sa.gov.au/site/prepare_for_a_fire/bushfire_safer_places.jsp**

Bushfire Survival Plan

Preparing for a bushfire is not the same as preparing for a workplace fire. The time for action to preserve life is highly variable, the direction of the fire front is not known, the assembly point may not be at the workplace, the fire service may be unable to help, and the workplace resources needed to combat it extend beyond fire extinguishers and hose reels. For these reasons, preparing and practising a Bushfire Survival Plan is important.

Having a clear chain of command with well-defined roles and responsibilities will help to prevent confusion during an emergency. This forms part of a business's Bushfire Survival Plan.

The Plan, asks you to identify the person responsible for staying informed during the fire danger season, implementing the fire danger response and the bushfire survival action, and those providing back up support to these roles.

Depending on the size and scope of the business, one person may be responsible for multiple aspects of the Bushfire Survival Plan. These chains of command may also need to be duplicated/replicated where a business operates at different geographical locations.

Section 2 of the Workbook provides a template Bushfire Survival Plan. Completing the plan will help to decide:

- How to stay informed during the Fire Danger Season;

- Who is responsible for implementing the plan;

- What actions to take on total fire ban days;

- Which employees are onsite on total fire ban days;

- What actions to take when a bushfire has commenced in your area; and

- What actions to take to care for visitors, including tourists, and contractors on site.

Prepare

During the Fire Danger Season and on Total Fire Ban days there are activities that must not be performed in South Australia. In addition to any workplace initiatives to minimise risk, these restrictions mandated by State and Local Governments must also be adhered to.

For more information on restrictions in place during the Fire Danger Season and on Total Fire Ban days, refer to: **https://www.cfs.sa.gov.au/bans-and-ratings/what-can-i-do-what-cant-i-do/**

As a bushfire is unpredictable by nature, it is crucial that workers understand the safety measures in place to protect them and the workplace in the event of a bushfire. Workers need to be provided with information on:

• How to implement the Bushfire Survival Plan;

• What to expect when a bushfire arrives;

• What risk factors at the workplace affect the fire;

• How to operate fire-fighting and communications equipment;

• How they can protect themselves - the correct personal protective equipment; and

• How they can protect themselves - if trapped in a vehicle.

For more information on what to expect as a bushfire arrives refer to: **https://www.cfs.sa.gov.au/prepare-for-a-fire/during-a-bushfire/**

As with evacuation procedures, testing the Bushfire Survival Plan is important as it will help to make workers aware of the plan's requirements and their role in the implementing the plan. Testing may involve:

• Conducting inspections to see that resources are in place;

• Practising a bushfire survival drill so that workers are familiar with their duties; and

• Conducting an audit to make sure that the system operates as intended.

As with normal evacuation drills, it is important to review how the testing went and modify the Bushfire Survival Plan where necessary, if gaps were identified.

Asset management and insurance

Assets such as buildings, operational equipment, mobile plant and information technology enable a business to create, store and distribute its final goods. Protection of these assets via good design and suitable insurance will help to minimise the impact of a bushfire event on a business.

Building Design

Buildings that are constructed in bushfire-prone areas of South Australia are required to meet certain design standards. In addition to the requirements set out by the National Construction Code, the following documents also apply:

• Australian Standard, AS 3959 - Construction of buildings in bushfire-prone areas; and

• Minister's Specification SA 78 - Additional requirements in designated bushfire prone areas.

The Australian Standard outlines additional building construction design requirements that are scalable based on fire risk. The aim of these additional requirements is to decrease a building's vulnerability to catching alight during a bushfire event.

The Minister's Specification SA 78 requires buildings to have installed a Bushfire Protection System with its own dedicated water supply.

Whilst these standards and specifications are limited to new developments, they are useful to consider for existing buildings even when they may not technically apply. The standards contain practical guidance as to materials and designs of building.

Prepare

Your council's Development Plan identifies whether you are in a Bushfire Protection Area and whether your risk is high, medium or general. For more information on bushfire risk areas refer to: **https://location.sa.gov.au/viewer/**

Links to access these documents can be found in the Key Links section of this Resource.

Workplace access

Workplaces in **Bushfire Protection Areas** are also required to meet a standard to facilitate access to and from the workplace, including if evacuation is required and where CFS needs to attend the workplace. This standard, which is referenced in Council Development Plans, is the:

• Minister's Code - Undertaking Development in Bushfire Protection Areas.

Some of the measures in relation workplace access that the Code lists include:

• Be constructed with a formed, all-weather surface;

• Be constructed away from hazardous vegetation such as overhanging limbs and continuous cover of thick vegetation;

• Be located such that the need to clear native vegetation or a significant tree is minimised

• Have a gradient of not more than 16 degrees (i.e. a maximum slope of 1:3.5) at any point along the driveway; and

• Allow fire-fighting services (personnel and vehicles) to travel in a continuous forward movement around road curves by constructing the curves with a minimum external radius of 12.5m.

To access the full requirements, a link to the Minister's Code can be found in the Key Links section of this Resource.

Landscaping and plant selection

Siting of the workplace, clearance from vegetation and access to and from the workplace are important considerations in making a workplace less vulnerable to bushfire attack and protecting your assets.

Regular maintenance of garden areas and trimming of trees goes some way towards reducing the fire risk. However, consideration of the location, type and ongoing maintenance of vegetation within a property can significantly reduce the impact of a bushfire on any workplace.

Prepare
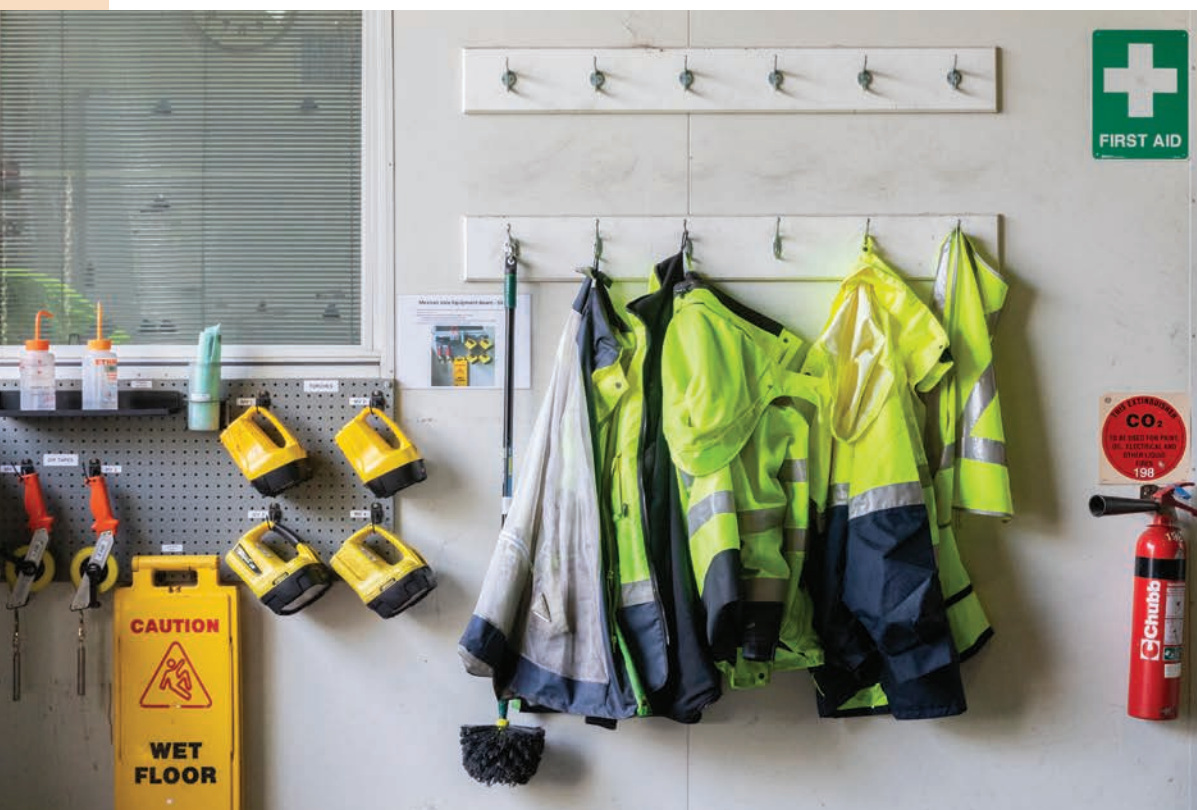
To assist with the planning and design of landscaped areas around a workplace, the SA Government has produced the resource: *Reducing Fire Risk in Gardens*. The Victorian Country Fire Authority has also published the document *Landscaping for Bushfire: Garden Design and Plant Selection* that provides information on garden design and plant selection, which can be used for new or existing gardens in high-risk bushfire areas.

A link to access these documents can be found in the Key Links section of this Resource.

Insurance

Whilst every attempt is made to bushfire-proof a workplace using the methods raised earlier to limit a bushfire's impact, even the best-designed buildings or most-considered garden and landscaping cannot guarantee that a bushfire will not impact your business.

For this reason, insurance is taken out by businesses to help cover the cost of an unexpected event such as a bushfire and to ensure that the business does not have to pay the full recovery costs.

There is a variety of insurance options and it is important to consider both what is covered within the scope of the policy documents, as well as what is excluded.

It is important to ensure that the business is not under-insured and that the policies are updated as new equipment, machinery and other assets are acquired. This also includes looking at the replacement value of buildings, plant and equipment, stock, fencing, trellising and irrigation, unregistered vehicles and equipment. Consideration should also be given to whether the policy covers costs for removal of debris and re-establishment costs of any lost assets.

It should also be considered whether the insurance provides for business interruption coverage. This cover provides compensation against losses associated with an interruption to business and could ensure that key employees' wages, overheads costs and some additional costs, including rental costs for temporary office accommodation or equipment are paid.

Most importantly you should use an insurance broker. They will get to know the business and apply their knowledge to provide coverage, provide advice on the risks, supply the right covers and quotations. They also have the industry knowledge and can provide advice to the business before the claim but importantly in the event of a claim be an advocate for the business and negotiate the difficult issues with the insurers on your behalf.

> Section 3 of the Workbook provides a blank table where you can list the insurance policies you currently hold to cover your business risks.

Asset register and maintenance

Maintaining equipment and machinery kept onsite is crucial to keeping a business operational. Well maintained equipment is less likely to break down and less likely to be subject to a major failure, thus helping a business maintain its normal operations. Following a bushfire event, some equipment may only be subject to minor damage and so repairing it quickly may help a business return to normal operations sooner.

Maintenance and repair of equipment is commonly undertaken by contractors, so it makes sense to keep an updated list of contractors in times of need.

Buildings and structures constructed before 1990 may contain asbestos. Where the business is required to maintain an asbestos register, this key document must be protected to ensure that it is available after a bushfire event.

Knowing where a business stores its hazardous chemicals is important for the recovery phase. When it comes time to clean up following a bushfire, it is important for those involved in the

Prepare

recovery process to be alert to where additional hazards may be present. The hazardous chemicals register will identify where chemicals are stored and in the safety data sheets (SDS) - what additional measures to adopt where a chemical is impacted by fire.

> Section 3 of the Workbook provides a blank asset register to identify those items that are present at your workplace.

> Section 4 of the Workbook sets out a list of contractors that may be called upon to assist in the repair and recovery of assets and property.

Livestock on property

For some businesses, livestock such as sheep and lamas are used to manage pests and weeds in a vineyard. In the process of planning for bushfires, consideration needs also be given to how to care for these animals should a bushfire event occur. Having a plan for dealing with the animals will reduce last-minute decision making and risk-taking behaviour by workers and others.

According to the **CFS**, owners of livestock should identify the safest paddock on the property or neighbouring properties, considering the following:

• Water supply – for animals and watering paddock before Total Fire Ban Day;

• Ease of access – moving stock to a safe location;

• Minimum fuel load to carry fire; and

• Fencing – steel or concrete posts which is fireproof and the impact on fencing if power supply is cut off to electric fencing.

Link to access to CFS' guidance on livestock safety can be found in the Key Links section of this Resource.

Marketing and communications

A dedicated approach to communications should be prepared ahead of time to ensure that the business can quickly and efficiently inform stakeholders of a bushfire event. Bad news and inaccurate information can travel fast, so it is important to respond in a timely manner. Not responding may also allow for misinformation to spread.

A Bushfire Communication Plan should facilitate timely and consistent communications across all media and communications channels. The plan is used to ensure the safety and security of customers and employees, and protect a brand's image in the long-term.

> Section 5 of the Workbook contains a template Bushfire Communication Plan that can be adapted by the business.

Bushfire Communication Team

Responding to a bushfire, or the threat of a bushfire should be the responsibility of senior management at the workplace. The same holds true for communicating that risk to employees, customers, and other stakeholders. For this reason, it is important to have senior management form a team to determine the correct and consistent messaging that will go out.

Communication tools

Businesses will often have a number of communication tools and channels at their disposal to get in touch with their customers, shareholders and suppliers. However, during a bushfire some channels may be unavailable. For example, fires can cause power outages and damage to telephone infrastructure and smoke could interfere with mobile phone functions. Consider using a range of channels and have back up options in place.

It may also be necessary to send the message from a location different from the bushfire site due to, for example, power and internet access being interrupted.

Prepare

During a bushfire, getting the message out quickly will be of crucial importance, social media may be suitable for external stakeholders, whereas SMS, email or phone contact may be better options for off-site and onsite employees.

Section 5 of the Workbook contains a section assisting businesses in establishing a bushfire communication team.

Know your stakeholders

Knowing who your stakeholders are will help to streamline the process of what information to share and with whom. For example, information shared with onsite employees in the vicinity of bushfire will be different from that of online wine customers, a supplier or an offsite business owner.

Fire Danger Rating response

The risk of harm to employees and the public increases as the fire danger rating escalates, particularly in high-risk bushfire areas. Under work health and safety law, a business has a duty to ensure the safety of workers and others, including visitors and contractors. Hence, consideration should be given to communicating with internal and external stakeholders, to reconsider their travel to the area, and thus minimise the risk of harm should a bushfire commence in the area.

Bushfire response

With all the actions that need to take place to ensure the safety of workers and visitors and to prepare the workplace for an oncoming bushfire, and the communication that occurs internally, not much time may be left to communicate with external stakeholders on the events taking place in the area.

For this reason, using and adapting sample statements can help to convey a message to the external parties in as little time as necessary. Any message should be concise and accurate and reinforce the importance of people to

Prepare

consider their own safety and stay away from an active bushfire area.

Human resources

When emergencies occur businesses will often find themselves in a position where they need to operate with limited resources, including in relation to its workforce. Commonly this is the case during the response and recovery phase. Hence, it is important to plan for the support, management and allocation of the business's human resources.

Employee contact details

We usually do not think of the workplace as being dangerous and some businesses do not make it obligatory for employees to provide emergency contact information.

However, it is possible that employees could be injured or otherwise require medical attention because of a significant event, such as a bushfire. In such cases, the business will likely need to contact the employee's family or any other trusted contact and inform them of what happened.

In your planning, it is important to include how and when you will communicate any changes to normal business operations to your employees. You may also need to communicate the impact on employees when there is prolonged fire activity in the area.

This includes notifying employees whether the worksite is open/safe or not, ensuring that they are personally safe and communicating with them when a business is in its response or recovery phases. During such phases the usual means of communication, such as workplace meetings may not be possible.

It is therefore important to keep contact details for employees, so that they can be contacted in the case of an emergency.

For contact information to be useful, this information needs to be up to date. Employees should be requested to inform the business whenever the information changes, but it is best practice to also ask employees periodically, such as annually whether any details have changed.

Chain of command

Having a clear chain of command with clearly defined roles and responsibilities will help to prevent confusion during an emergency. This forms part of a business's Bushfire Survival Plan and should include details of the appointed decision maker, coordinator and a backup option.

It is important to consider whether the individuals holding these roles may vary over a week. For example, during weekdays senior management are often on site, whereas on weekends it could be cellar door staff only. It is also important to consider what the backup option is during periods of leave.

Key functions and human capital

Each key business role that is vitally important in the response and recovery from a significant event should be identified.

This for example would include employees with expertise with dealing with a significant event (e.g. first aid officers) and employees who

can operate core equipment/systems that are necessary for the business to function.

Consideration should be given to whether there are any current gaps/deficiencies that need to be filled, such as through training. In addition, consideration should be given to what the backup plan is if the people currently within these key roles leave or are unavailable. For example, completing some cross-training of individuals or identifying an external solution/provider, could limit the risk of a business lacking the skills and expertise required in its time of need.

> Section 6 of the Workbook provides for a register of key business roles that are key to the response and recovery from a significant event, including bushfires.

Skill acquisition and training

In order to effectively respond to emergencies and to be able to efficiently come out the other side of them, having the necessary skills within the business or be able to access them via external providers is important. Like most aspects of business, these key skills are typically sourced from a mixture of employees, contractors, consultants and other external providers.

The more skills that can be sourced internally, the more the business will be protected from outside impacts (e.g. key skills will be in high demand during and post an emergency). Employing and/or upskilling employees with key skills can be done through a variety of ways (e.g. candidates could be hired that already have them, an external course could be completed or onsite internal training could be conducted).

Some skills may only need to be known at least by a couple of employees (e.g. first aid trained employees), whereas others should be known by all at a minimum (e.g. understanding of personal responsibility/actions required during an evacuation).

It is important to note that once skills have been learnt, they need to be practised and refreshed over time to remain effective. To ensure individuals understand what their responsibilities are, consider incorporating bushfire related policies and plans into your induction processes and refresh employees' skills and knowledge each year. Practising the plan will also help you and your employees to respond automatically and appropriately when required.

Additional examples include first aid training that is typically completed periodically with an external provider and bushfire evacuation drills that should be practised periodically on-site, to ensure the skills are maintained and can be put into practice if needed.

> Section 6 of the Workbook provides a gap analysis template to assist in the identification of key skills and qualifications within the business.

Key employment options and obligations

Bushfires could significantly affect a business's finances, which would affect an employer's ability to fulfil employment contract obligations. Employers should consider this possibility when setting employee remuneration, particularly when its above minimum obligations. Whilst providing a fixed hourly rate or salary has some benefits, it is less flexible than other options, such as paying by the relevant modern award or building in incentive/bonus arrangement into an employee's pay.

As part of the preparation, employers should consider what temporary employment arrangements could be implemented if the business was affected by a bushfire.

Prepare

Some considerations include:

• What employment arrangements can be put in place if the business needs to close temporarily?

• What employment arrangements could you offer employees that may not be able to attend the workplace for a period of time?

• Could employees be re-assigned other roles until the business is back up and running?

• Employees may require time off to undertake personal responsibilities; how would the business cope without them?

> Section 6 of the Workbook contains a set of questions for employers to work through in this preparation.

The Fair Work Ombudsman website contains employer options and obligations relating to employment legislation, including during natural disasters or emergencies. Alternatively, advice and support can be sought from SAWIA.

Prepare mentally and emotionally

The best way to prepare mentally and emotionally is to complete and practice your Bushfire Survival Plan. It will help reduce the uncertainty and anxiety around what people will do should a threat arise and help them maintain capacity to respond effectively.

Tips to help prepare you and your employees mentally and emotionally include:

• Involve as many employees as possible in the creation and management of your plan to build ownership and understanding;

• Build your employees personal needs into your plan;

• Work out how you are going to monitor information at risky days/times;

• Practice the plan to help you and your employees respond automatically and appropriately; and

• Maintain contact with neighbours and local sources of information in the area.

As part of the preparation, businesses may also want to consider developing a mentally healthy workplace beforehand to help workers be better psychologically prepared for the event. Heads Up and ReturnToWorkSA have a range of useful resources, refer to:

https://www.headsup.org.au/training-and-resources

https://www.rtwsa.com/insurance/injury-prevention/mentally-healthy-workplaces

Operations

Many businesses over the past 4-5 years have experienced 3 once-in-a-lifetime events. A state-wide blackout that lasted days for some, bushfires that destroyed or severely damaged businesses, including vineyards and wineries, and a global pandemic that shut down cities and economies. What this has taught us is there are many types of "once in a lifetime events" that can impact us, we just do not know what and when.

Having a plan to manage these serious incidents or events when they occur is critical. Establishing a plan with designated people to ensure business continuity is key to your organisation being able to quickly and accurately adapt and respond to a rapidly changing environment brought on by a multitude of factors.

Attention now turns to the operations of the business and what can be done to minimise business disruptions due to a bushfire event. It is possible that a bushfire event only affects a portion of the business. So identifying contingencies for the various aspects of winery and vineyard operations can help a business sustain its operations temporarily until permanent arrangements are finalised.

Prepare

The emphasis here should be on temporary accommodation for use as offices, the use of other winery facilities, and the storage of knowledge.

Most of the significant bushfire events in South Australia, such as the Ash Wednesday bushfires, the Pinery Fire, or the fires on Kangaroo Island or Adelaide Hills have occurred in the December to February period. For a number of the regions this time period is before vintage commences, so it may be possible for a winery to accept fruit even if its facilities have been affected by fires, provided they are able to initiate a contingency that allows them to do so.

Receival and crushing

If a fire has affected the winery's weighbridge and crushing facilities, consider whether the business could have the fruit weighed and crushed at another site before having it brought over for processing at their own winery?

Fermentation

Finding space in fermenters may present challenges during vintage. A bushfire event can impact on yields and so other wineries may have space for accepting your fruit if your site has been damaged by fires. Also, some wineries in the region might have portable fermenters that can be transported by forklift and could made available in times of need.

Blending

If blending of wine cannot be done onsite or at a nearby winery, consider facilities for blending wine outside the region.

Clarification & stabilisation

When deciding on a site that can help with blending, consider also their capacity to filter and stabilise your wine.

Storage and maturation

Wine regions have businesses that specialise in the storage and ageing of wine. If your winery is located in a high-risk bushfire area, consider storing some of your barrels of wine off-site to ensure that all your produce is not lost due to a fire. Such arrangements will also help free up space in a winery.

Prepare

Bottling

A number of sites specialise in the bottling of wine for other wineries. If your own bottling line has been affected, consider the options nearby and further afield and whether they can serve your needs.

Warehouse/ dispatch

As with storage and maturation, there are businesses that specialise in the storage of finished wine. If your winery is located in a high-risk bushfire area, then consider storing some of your inventory off-site to ensure that all your produce is not lost due to a fire.

Laboratory

If you are unable to conduct the wine analysis onsite, then consider having the wine analysed at another winery or a laboratory dedicated for that purpose.

Administration and Office

Consider what temporary office accommodation your business can access quickly in an emergency. Consider who might be able to work from home. Consider the equipment already available as well as the resources you will need in order to use the site as a temporary office such as: software, backups, employees, internet access and any other equipment not already available at the location.

Vineyard management

If a vineyard shed was lost to a bushfire, but the vineyard was left relatively unscathed, sourcing the necessary equipment, implements and spray chemicals from nearby businesses may help to minimise the loss in the short term and enable the business to finish its vintage. The names of contractors who could replace strainers and posts, or contract labour-hire employees who could help prepare the vineyard for the upcoming vintage could also be considered.

Section 7 of the Workbook provides a form that list the elements of a winemaking process and space to identify a contingency should that part of the business be affected by fire. Remember that one solution may help to address a number of the winemaking processes.

Section 8 of the Workbook provides a checklist and a table to help identify what information is stored by the business, where it is located, and where it can be restored from.

Photo by Dale Adams 2019

Respond

If a bushfire does start in your area, and the necessary preparation from the previous section has been actioned, then the workplace will be better placed to respond. The business will be able to give attention to the fundamental activities during the emergency - to protect life and where possible, to preserve assets and business operations.

Worker and public safety

Businesses faced with an unforeseen emergency do not want to waste precious moments trying to figure out what to do and who to listen to. That is why a chain of command is important that links one person with overall responsibility and depending on the size and nature of the workplace, potentially others to assist them undertake delegated tasks. The assigned leader would likely be responsible for:

• Issuing orders to others during the emergency;

• Assess the incident to determine if it requires an emergency response, such as calling emergency services or evacuating the site;

• Coordinate professional responders, such as ambulance, police, and fire departments; and

• Direct the shutdown of critical workplace equipment or operations.

The specific roles and responsibilities are set out in your Bushfire Survival Plan which now should be activated.

Section 2 of the Workbook contains a template Bushfire Survival Plan.

The purpose of the Bushfire Survival Plan is to protect the lives of your workers and other people who may be at the workplace, such as owners, family members and visitors. It is recommended that the decision to evacuate is made early and well in advance of the fire arriving. The following actions are adapted from the CFS document - Your Guide To Bushfire Safety, refer to: **https://www.cfs.sa.gov.au/resources/**

Staying Informed

• Listen to the advice provided by the CFS and follow their instructions.

Survival actions - leave early

• Consider the advice warning issued and determine if is safe to evacuate;

• Ensure that all workers, owners, family members and visitors can be accounted for and that the evacuation plans are understood by all;

• Make sure the correct bushfire protective clothing and other bushfire safety items such as drinking water and woollen blankets are available for an evacuation. Given the advice, determine the safest path of travel to a Bushfire Safer Place and evacuate the workplace; and

• Implement measures to minimise damage to the workplace.

Survival actions - defend / shelter in place

• Consider the advice warning issued, defend or shelter at the workplace only if it is deemed unsafe to evacuate;

• Call 000 if people are trapped at a site and being impacted by the fire;

• Ensure that all workers, owners, family members and visitors can be accounted for and that the survival actions are understood by all; and

Respond

• Make sure that workers, owners, family members and visitors have access to the correct bushfire protective clothing and other bushfire safety items such as drinking water and woollen blankets.

Survival actions - Approaching fire

• Fight spot fires;

• Wet vegetation near the workplace with a hose or sprinkler (now that the fire is closer);

• Shut all windows and doors and place wet blankets and towels around windows and door edges to keep out smoke and embers;

• Prepare inside the workplace (e.g. remove curtains, move furniture away from windows);

• Stay close to the workplace refuge area, drink water and check on the welfare of others; and

• Patrol the inside of the workplace and buildings as well as the outside for embers or small fires.

Survival actions - Fire arrives

• Take all firefighting equipment inside such as hoses and pumps as they may melt during the fire;

• Move inside the workplace until the fire front passes. If possible, shelter in a room that is on the opposite side of the workplace to the approaching fire and has two exits;

• Patrol the inside of the workplace – including checking the ceiling space – for embers or small fires; and

• Continue to drink water.

Survival actions - After fire has passed

• Remember to put on any protective clothing you removed while inside;

• Go outside and extinguish small spot fires and burning embers;

• Hose down the workplace, paying special attention to the roof space, window frames and under-floor areas;

Respond

- Patrol the property inside and out, including the ceiling space and extinguish any fires;

- Sparks and embers will continue to fall and smoulder, so keep checking for several hours;

- Let everyone know that you are okay;

- Monitor the radio for updates; and

- Stay at the workplace until you are sure the surrounding area is clear of fire.

Asset management and insurance

With a fire approaching, protection of the workplace and its assets will come second to protecting workers lives. That said, many of the actions undertaken at the prepare stage will offer some protection that minimises the risk of the workplace catching alight and property being destroyed.

Maintenance of firefighting equipment, or cleanliness of the workplace, removal of objects that could contribute to a fuel load, or keeping lawns and headland regularly trimmed are all important activities that can be undertaken to minimise your risk. With a fire approaching, wetting vegetation that is close to the workplace will help to keep the area moist and less susceptible to attack by embers.

Making modifications to the workplace such as metal screens on windows and vents, taping of windows or replacing window curtains with woollen blankets will also help to minimise the risk of an ember attack.

Finally, access to a current asset register is important, to make it easier to lodge an insurance claim for damage or destruction of assets and property and/or disruption of the business.

Marketing and communications

At the time of an oncoming fire, attention will naturally be given to the evacuation process.

However, if appropriate brief communications to customers and other stakeholders on business decisions, such as keeping the cellar door area closed, and updates such as taking care if driving on country roads in the vicinity of the fire, should be considered.

Knowing that a fire may impact electricity supply, consideration needs to be given to alternative measures for alerting and notifying workers. Workers also need to be aware of the alternative process for communicating with them during a bushfire event so that they can be alert to any messaging that takes place.

Communicate with onsite workers and other people on site, including visitors, the decision to evacuate. With an understanding of where the fire is located, suggest the paths of travel that workers should take to either return home or to a bushfire safer place.

If you have evacuated, have a way to capture and record that workers have arrived safely to their final destination. Consider also registering workers with emergency services at a local evacuation centre, or online, through the Australian Red Cross Register, Find, Reunite website, refer to: **https://register. redcross.org.au/**

With the need to evacuate, consider diverting landline numbers to mobile phones so that business related communications can occur even if the phone lines go down.

Photo by South Australian Country Fire Service Promotions Unit 2019

Respond

Human resources

When bushfires occur businesses will often find themselves in a position where they need to operate with limited resources, including in relation to their workforce. This is often the case when a business responds and attempts to recover from a bushfire, so it is important for businesses to be prepared and have plans in place as to how it expects to cope.

Stand down

A bushfire or other emergency may result in employees not being able to perform their jobs due to, for example, the closure and evacuation of the site. In these circumstances, the employer may be authorised to "stand down" an employee.

Where an employee cannot be usefully employed during a period because of any stoppage of work for which the employer cannot reasonably be held responsible, such as a natural disaster, under the *Fair Work Act 2009*, the employer may be authorised to stand down the employee without pay.

Where an employee is stood down, the Courts have held that employees are not entitled to take personal or carer's leave at the same time. However, some employers will choose to still pay employees during such a period and it is common practice to allow employees to access annual and long service leave as an alternative to being stood down.

It is important to note that where an employee is stood down, they will continue to accrue leave based on their pre-stand down hours.

Rules relating to stand down may also exist in a modern award, enterprise agreement or contract of employment, which would need to be complied with.

If an employer does stand down employees, it should notify those employees of when the stand down commences, whether the employees will or will not be paid and the effect on other employment entitlements. An employer should also endeavour to update employees regarding when they believe the stand down will end.

Emergency relief activities - Community service leave

The *Fair Work Act 2009* entitles an employee who is a member of a recognised emergency management body, such as CFS, to take a period of unpaid leave for the purpose of engaging in an eligible community service activity, such as dealing with a natural disaster.

The duration of the period of absence is not specified, however it must be reasonable having regard to the following circumstances:

• The time that the employee is engaged in the activity;

• Reasonable travel time associated with the activity; and

• Reasonable rest time immediately following the activity.

Caring for family – Personal/carer's and compassionate leave

Employees (other than casual employees) affected by an emergency may have an entitlement to take paid personal/carer's leave or compassionate leave. For example, if an employee sustained an injury during a bushfire and it is not work-related they may be entitled to personal leave or if work-related make a claim via ReturnToWorkSA. An employee would also be eligible for personal/carer's leave if their child's school is closed due to an unexpected emergency.

Employees who have an entitlement to be paid personal/ carer's leave under the National Employment Standards (NES) in the *Fair Work Act 2009* are entitled to take personal/carer's leave:

• If they are unfit for work because of their own personal illness or injury; or

Respond

• To provide care or support to a member of their immediate family or household, because of an illness, injury or an unexpected emergency.

Employees who have exhausted their paid personal/ carer's leave entitlement, and casual employees, are eligible for up to 2 days unpaid carer's leave per occasion to provide care and support to a family or household member due to illness, injury or in the event of an unexpected emergency.

An employee (including a casual employee) is also entitled to two days of compassionate leave to spend time with a member of their immediate family or household who has sustained a life-threatening illness or injury. Compassionate leave may also be taken after the death of a member of the employee's immediate family or household. Employees (other than casual employees) are entitled to be paid for periods of compassionate leave.

Managing mental health during an emergency

Emergencies are naturally a stressful time. The capacity to manage stress can have a big impact on how people respond to the threat of an emergency.

Ways to reduce the likelihood of stress during an emergency:

• Take regular rest breaks and eat and drink regularly;

• Have in place a written Bushfire Survival Plan to guide decision making and minimise uncertainty during the bushfire event which will in turn helps to manage fear and anxiety;

• Avoid taking unnecessary risks. You won't be able to manage the situation if you get hurt;

• Take time out for yourself or confide in one other person if you feel emotional; and

• Do not think further ahead than is necessary. Keep focused on what is needed next.

Operations

With a bushfire approaching, it is not business as usual. Actions taken by workers should focus on two elements: evacuating themselves and others onsite and, if time permits, putting in place measures to minimise the fire load around the workplace. Reducing the fire load would also extend to turning off the electricity mains and the gas mains that may be onsite. Such actions should be considered in the context of how near the fire is and whether there is a suitable location to shelter at.

In the process of evacuating, consider what information you may require to restart your business. If information is stored on a cloud-based server, then that information will be available remotely and can be retrieved with relative ease. Alternatively, back-up tapes should be considered. However, information stored as a paper copy or on a local server only will be difficult to replicate after a fire. If there is crucial operational information in paper copy only, consider whether it can be relocated safely, or whether it could have been backed up beforehand elsewhere.

Section 4 of the Workbook contains the business specific recovery contacts that may assist in resuming your business.

Recover

With the bushfire event over, the process of recovery begins. This process, as with the two earlier stages requires actions on a number of fronts simultaneously to enable a business to resume its operations. The recovery process can be seen as having 3 distinct stages:

• Short term – actions taken in the first hours and days;

• Medium term – actions taken weeks and months after the event; and

• Long term – actions taken months and years after the event.

Worker and public safety

Short term

Before returning to the workplace, seek information from CFS or your local council about whether it is safe to return to the disaster affected area.

For anyone required to deal with the devastating effects of a bushfire, the experience can be harrowing. As such, in the first few hours to weeks after the bushfire, emphasis on the physical and mental wellbeing of the workers should be seen as a priority. The stress of the event on business owners also cannot go understated and so be prepared to take time out and seek support as you go through recovery. Where the bushfire has adversely affected the workplace more broadly (i.e. employee's homes may be been destroyed), some tips to consider include:

• Try to establish normal routines as soon as possible. This aids recovery by providing workers with an opportunity to be active and give a sense of normalcy;

• If needed, allow workers and managers additional time away from the workplace at home to spend time with family. This will depend on the individual as some affected workers will prefer to return to the 'normalcy' of work and its support structures;

• Create a workplace environment that allows people to talk amongst themselves about fears and hopes related to the event. Openly sharing with others has been known to promote personal recovery. There is also comfort in a shared community supporting one another;

• Be mindful and respectful of individual needs. Remember that there is no right or wrong way to feel;

• Maintain communication if a worker is away from the workforce for any length of time;

• Develop rehabilitation and return to work plans for those who have a physical or psychological injury;

• Give workers assurance that affected individuals or families can be supported through the business Employee Assistance Program (if you have one); and

• Provide simple and accurate information on how to access other free support services available (i.e. Beyond Blue, SANE Australia, Lifeline).

Medium term

Continue with short-term actions. Continue to check on the welfare of your workers. With the state of the business being better understood, be honest in your communications with them and let them know what is happening to your business.

Review how the evacuation went. What elements were done well, what could be improved. Amend your Bushfire Survival Plan to incorporate what could be improved next time around.

Recover

Long term

Conduct desktop simulations of a bushfire event to practice your bushfire evacuation processes. Involve those who have responsibilities identified in the plan so that they are aware of their duties.

Asset management and insurance

Short term

Upon returning to the workplace, and it is clear that it has been damaged, stay out of the building until a building inspector or engineer has checked it and confirmed whether it is safe or unsafe for re-entry. Similarly, with any electrical items, contact an electrician to determine what equipment may be used.

Get in contact with your insurance broker or insurer early to inform them of the bushfire event and its effect on your business. Seek also your insurer's advice before cleaning up.

Where the workplace has sustained damage, make a record of what has been damaged such as using photos or videos. Make good records of the event and its effects on your business. Consider contacting a tradesperson to help with identifying and recording damage sustained to the workplace.

Where workers or volunteers are used to help in the clean-up operation after a bushfire has passed, consider the likely risks that such an activity might pose and offer suggestions as to the kinds of protective equipment that could be worn during the clean-up.

It is important to be mindful that older buildings and structures may contain asbestos, the asbestos register must be reviewed before clean-up work is undertaken.

Similarly, a building that stores hazardous chemicals may require additional precautions if impacted by fire, which can be done by reviewing the hazardous chemicals register and safety data sheets.

Recover

After the initial response to the event, ask the insurer about the level of support your policy provides for immediate business relief, temporary accommodation and recovery advice.

> Section 3 of the Workbook contains an asset register which can be used to identify those assets that have been damaged to assist with your insurance claim. Do not wait for a comprehensive list of items damaged to raise a claim.

Medium term

For items that have been damaged by the fire and need to be replaced, subject to financial constraints, consider purchasing newer equipment that has additional operational or safety features. For example; replace a diesel-powered forklift with an electric one to minimise noise; buy a newer tank that is self-cleaning to minimise confined space entry or one with a larger manhole to make rescue operations easier.

Similarly, if a vineyard has been scorched, consider opportunities such as reworking / replanting the patch with a more cost effective or profitable variety. Consider the use of steel as opposed to timber posts. If the original vines are to remain, remove the bushfire debris before the water shoots sprout (about 2 weeks) as they are susceptible to damage.

Long term

Consider the features of the workplace that made it more or less resilient to the effects of the bushfire. For example, think about the building design and introduce measures that make it harder for an ember attack to impact a building. An example of this could be the installation of a dedicated fire sprinkler system that can wet the building and the nearby landscape.

Marketing and communications

Short term

Clear, timely communications is essential to facilitate a business recovery and increases the chances of returning to full operations sooner after a bushfire or other emergency. Failing to do so may lead to customers, suppliers and other stakeholders making assumptions that the business is closed or otherwise out of action, when in fact the business may have been unaffected or already recovered from the event.

Imagine if your winery had been affected by a bushfire and for example had a vineyard shed partly burnt. The winery may need to organise an insurance claim to replace or repair the shed and associated tools and equipment. This may moderately affect operations for the next couple of months. A member of the public may have passed your site and noticed the burnt shed and commented on social media that the winery has burnt down, when in fact the winery and cellar door operations, including stock are unaffected.

On seeing this comment on social media, customers may have assumed that cellar door sales and stock has been affected and suppliers may be uncertain as to the business's ability to meet credit terms.

Beyond your customers, communicate early about your business' situation with business partners, suppliers, your bank and your insurance company. Let them know of your intentions moving forward which would assist in decisions relating to financing and returning the business back to normal.

Similarly, it is important to keep employees informed as to what is happening and how the business will proceed following the bushfire event. Communications should include information on when they can return to work, securing who can help to clean up, to assist with insurance claims, or to set up

a temporary office. It is important that the business communicates the human resources implications of the bushfire event, including on job roles and working hours.

Where appropriate, update employees on the health and wellbeing of others as they may not have had the opportunity to communicate with each other.

Offer information on support services such as the company's employee assistance programme or other publicly accessible services such as Beyond Blue or Lifeline.

Employees should be reminded that only the spokesperson for the business may communicate with the media to ensure the consistency and accuracy of any information.

Medium term

With the business having a better understanding of their operational capabilities during the post incident phase, now is a time to inform customers and suppliers how your business has been affected and what your business is doing to return to normal. Provide updates about when and where you will reopen, and when new orders can be taken.

Similarly, it is necessary to inform business owners and other key stakeholders on the approaches undertaken to bring the business back to normal. As part of this, it may be useful to also point out measures that could improve the businesses resilience to such an event next time around.

The business should continue to provide support to employees. For further information, refer to the Human Resources section in this Chapter.

Consider developing a post-disaster marketing and promotion strategy. Reach out to current and new customers about the business, how it has been impacted by the bushfire, and what they can do to help.

Long term

Review the marketing and promotion strategy. See what approaches have worked well and continue to engage with customers to ensure loyalty to the business remains.

Human resources

Once the emergency is over, it is important to assess the damage and identify what is needed going forward. This extends to the workforce and includes both short term and long-term actions. This could vary from being just getting employees back to work as soon as possible in their current roles, to needing to structure the workplace significantly.

Short term

• Check that employees and families are safe;

• Check if and when employees can and are willing to return to work;

• Give information to your employees on your immediate plans when they are known; and

• Remind employees that only the spokesperson for the business may communicate with the media to make sure that information provided is consistent and accurate.

Medium term

• Offer support to employees that are distressed or have been significantly affected;

• Offer information on support services such as the company's employee assistance programme or other publicly accessible services such as Beyond Blue or Lifeline;

• Get employees back to work as soon as it is safe to do so;

• Consider flexible working arrangements to support employees whose private lives may have been adversely affected by the bushfire, for example fire damage to home and business, and who may need time to manage this;

- Accept help, such as from volunteers, but consider the risk to their safety and whether there is any insurance protecting them in place (e.g. case of accidents or injuries); and

- Keep employees updated on your recovery plan as it develops.

Long term

- Assess whether your current workforce, suits the business post emergency. For example, if a function room or cellar door has burnt down, there may unfortunately be no need for some existing hospitality roles for the medium term.

- Where operational demands have changed and roles are no longer necessary, at least without significant change, this will often amount to a redundancy if an alternative cannot be agreed to with the employee. Under the *Fair Work Act 2009*, a redundancy is not genuine/fair if the employer:

    o Still needs the employee's job to be done by someone;

    o Could have reasonably, in the circumstances, given the employee another job within the employer's business (or associated entity); or

    o Has not followed consultation requirements as provided by the relevant Modern Award or enterprise bargaining agreement (if applicable).

- If an employer is ending the employment, the employee may be entitled to notice, redundancy pay and other entitlements, such as a pay out of outstanding annual leave. When dismissing an employee, employers need to check the National Employment Standards and any applicable award, agreement, employment contract or workplace policies for information about what their employees are entitled to.

Stand down

As outlined in the response chapter, where an employee cannot be usefully employed during a period because of any stoppage of work for which the employer cannot reasonably be held responsible, the employer may be authorised to stand down the employee without pay.

Key functions and human capital

As mentioned in the prepare section of this Resource, each key business role that is vitally important in the recovery from a significant event should have been identified.

Recover

This for example would include key business decision makers and employees who can operate core equipment/systems that are necessary for the business to function.

Now that the bushfire has past, this analysis should be redone because:

• The bushfire would have tested the workforce that was in place and existing deficiencies may be more easily identifiable than before;

• If it is likely roles will be made redundant and/or other role changes are likely to occur, it is important not to lose key roles or at least identify ways to cover the skills, knowledge and similar that need to be retained by the business; and

• If the employer is looking to hire new employees, deficiencies could be filled by attracting candidates that can fill them.

Operations

Short term

During and after a crisis, such as a bushfire it is essential that businesses are able to make informed management decisions, including in relation to operations.

Decisions on strategies such as discounting, running down stock, buying replacement raw materials (such as grapes or wine), making employee decisions, choosing new distribution channels or even focusing on different customers and products impact cashflow, profitability and brand value and become critical for long term survival.

For example, a winery whose cellar door has been burnt, requiring it to remain closed until it has been repaired or rebuilt, would need to make decisions on how to engage with customers during this time and facilitate other sales channels. This could include, strengthening their online sales channels and other activities aimed at keeping customers engaged. Businesses that have considered their options and planned ahead are far more likely to be able to implement such measures in a timely manner.

As such, it is important to work with your accountant or advisors on a plan for your financial recovery. Assess the costs of reopening your business and ensure you can cover these costs with insurance, grants and loans, and other income sources. Assess your cash reserves or line of credit to cover any potential periods of lost revenue, mindful that the impact may last over the next 3 to 36 months.

Source any available government assistance in the way of funds or grants. Apply to those that are relevant. Contact banks or the ATO and seek advice that is specific to your situation. Where possible, seek deferments on repayments.

As part of continuing your operations, consider relocating your business operations to a temporary location, or another winery if your premises are damaged or inaccessible.

Medium and long term

As time progresses, check on the progress of any applications the business has made for disaster grants and/or loans. Review also whether any new funding has been made available by the government to assist businesses following the bushfire event.

Consider how the business has trended recently following the incident and assess whether changes are required to profit margins, operating costs, payment terms or other business elements. Contact the various agencies and negotiate changes to repayment plans for disaster loans or payments deferred due to the disaster. Remember to also stay in contact with your accountant or advisors on your financial recovery plan.

Recover

Concluding remarks

Many businesses over the past 4-5 years have experienced 3 once-in-a-lifetime events. This has taught us is there are many types of "once in a lifetime events" that can impact us, we just do not know what and when.

Preparing for a bushfire is the most important element which will help a business and its workers to take the most appropriate action to save lives and preserve business assets.

Preparing involves considering and listing actions that can be undertaken in a number of areas to minimise the risk of the event occurring and/or minimise its impact. It also involves considering the steps to be taken during and after a bushfire event to enable recovery sooner and in a more coordinated fashion.

SAWIA would like to acknowledge the contribution made by the following SAWIA industry partners in their respective areas of expertise:

Business Continuity Planning and Response

Bentleys THINKING AHEAD

Advisors
Accountants
Auditors

Bentleys SA/NT are a locally owned firm with wine industry expertise and experience in South Australia. They are part of both a national and an international network of business advisors and professionals that provide accounting, audit and assurance, business advisory, corporate recovery and financial planning services. Contact Tim Siebert on 0417 802 654.

Insurance

MGA INSURANCE GROUP
STANDING BY YOU

In the event you have an insurance claim, this is where we can help you the most. MGA fight for you, to ensure you achieve the best possible outcome while letting you focus on your business. In addition, we also ensure you get the right coverage at a competitive premium. For a comprehensive business insurance review for all wine producers and grape growers, contact Phil Keenihan on 8177 8301.

Recover

Key Links

Useful links and sources of information to assist your preparation, action and recovery.

In A Life-Threatening Emergency

Dial 000 For Emergency Assistance – Police, Fire or Ambulance
www.triplezero.gov.au

Dial 106 For Police, Fire or Ambulance via the Text Emergency Relay Service for persons with speech or hearing impairment.
https://www.triplezero.gov.au/triple-zero/other-emergency-numbers

Information Sources

Hazards -Weather

Bureau of Meteorology BoM
www.bom.gov.au

Bureau of Meteorology SA Weather Warnings – includes floods, storms, tsunamis and marine weather.
http://www.bom.gov.au/sa/warnings/

State Emergency Service – Dial 132500
https://www.ses.sa.gov.au/home/

Hazards – Fire

Fire Danger Ratings and Total Fire Bans – SA Country Fire Service
https://www.cfs.sa.gov.au/site/bans_and_ratings.jsp

Fires Near Me via SA Country Fire Services
https://apps.geohub.sa.gov.au/CFSMap/index.html

SA Country Fire Service (CFS)
https://www.cfs.sa.gov.au/

SA Metropolitan Fire Service (MFS)
https://www.mfs.sa.gov.au/

Hazards – Fire risk factors

AS 3959:2018 - Construction of buildings in bushfire-prone areas
https://www.techstreet.com/sa/standards/as-3959-2018?product_id=2047026

CFS Bushfire Information Hotline, 1800 362 361 (TTY 133 677)
https://www.cfs.sa.gov.au/site/warnings_and_incidents/stay_informed.jsp

CFS Your Guide To Bushfire Safety
https://www.cfs.sa.gov.au/site/resources.jsp

Minister's Code - Undertaking development in Bushfire Protection Areas
https://www.sa.gov.au/__data/assets/pdf_file/0004/166909/Ministers_code_undertaking_development_in_bushfire_protection_areas.pdf

Minister's Specification - SA 78: Additional requirements in designated bushfire prone areas
https://www.sa.gov.au/__data/assets/pdf_file/0015/19320/Ministers_specifications_additional_requirements_in_designated_bushfire_prone_areas.pdf

SA Bushfire protection areas
http://www.location.sa.gov.au/viewer/?map=hybrid&x=138.37597&y=-34.92124&z=9&uids=26,113

SA Government - Reducing fire risk in gardens
https://www.cfs.sa.gov.au/site/resources.jsp

SA Government - Ways to make your home more resistant to bushfires
https://www.sa.gov.au/__data/assets/pdf_file/0009/154917/FACTSHEET_Ways_to_make_your_home_more_resistant_to_bushfires.pdf

SA State Emergency Service (SASES) Heatwave forecast
https://www.ses.sa.gov.au/site/incidents_and_warnings/heatwave_forecast.jsp

Victorian Country Fire Authority (CFA) - Landscaping for Bushfire. Garden Design and Plant Selection
https://www.cfa.vic.gov.au/documents/20143/72271/landscaping_for_bushfire.pdf

Emergency Information

ABC Emergency Website for SA
https://www.abc.net.au/emergency/

ABC Radio Frequencies
http://reception.abc.net.au/

About CFS warnings and incidents
https://www.cfs.sa.gov.au/warnings-and-incidents/about-cfs-warnings/

Traffic SA for planned roadworks
https://traffic.sa.gov.au/

Fair Work Ombudsman

Employment conditions during emergencies
https://www.fairwork.gov.au/ArticleDocuments/723/Employment-conditions-during-natural-disasters-and-emergencies.pdf.aspx?Embed=Y

Utilities - Electricity

000 for life threatening emergencies such as wires on ground or car crashed into electricity pole.

MFS - Electrical Hazards and safety tips
https://www.mfs.sa.gov.au/community-safety/home-fire-and-life-safety-fact-sheets/electrical-hazards/

SA Power Networks - Power outages
https://outage.apps.sapowernetworks.com.au/

Utilities – Gas

Origin Energy - Energy Safety in Extreme Weather
https://www.originenergy.com.au/blog/energy-safety-checks-in-severe-weather/

SA Government - Reporting gas leaks and incidents
https://www.sa.gov.au/topics/energy-and-environment/electrical-gas-and-plumbing-safety-and-technical-regulation/incident-reporting/reporting-gas-incidents

Utilities - Communications

NBN – What happens during a power blackout?
https://www.nbnco.com.au/learn/what-happens-in-a-power-blackout

Optus – Network Status
https://www.optus.com.au/about/network/service-status

Telstra - Telstra Outages
https://outages.telstra.com.au/#/

Smartphone Apps – Android

Alert SA
https://play.google.com/store/apps/details?id=au.gov.sa.safecom.alertsa

Emergency+
https://play.google.com/store/apps/details?id=com.threesixtyentertainment.nesn

Smartphone Apps – Apple

Alert SA
https://apps.apple.com/au/app/alert-sa/id1487904728

Emergency+
https://apps.apple.com/au/app/emergency/id691814685

Smartphone Apps – Windows

Emergency+
https://www.microsoft.com/en-au/p/emergency/9nblgggzng9q?rtc=1&activetab=pivot:overviewtab

Social Media

When using social media feeds ensure that information comes from trusted sources.

Not all emergency services use social media to distribute warnings, so please also access and monitor other sources of information.

Facebook

Bureau of Meteorology
https://www.facebook.com/bureauofmeteorology

CFS Updates
https://www.facebook.com/CFSUpdates

SA Police
https://www.facebook.com/SouthAustraliaPolice

SASES
https://www.facebook.com/ SAStateEmergencyService

Instagram

Bureau of Meteorology
https://www.instagram.com/ bureauofmeteorology/

CFS
https://www.instagram.com/sa_ countryfireservice/

MFS
https://www.instagram.com/explore/tags/ samfs/

SA Police
https://www.instagram.com/sapolmetro/

SASES
https://www.instagram.com/sa_ses/

Twitter

Bureau of Meteorology @BOM_au
https://twitter.com/BOM_au

Country Fire Service @CFSAlerts
https://twitter.com/CFSAlerts

SA Ambulance Service @SA_Ambulance
https://twitter.com/SA_Ambulance

SA Metropolitan Fire @SA_MFS
https://twitter.com/SA_MFS

SA Police @SAPoliceNews
https://twitter.com/SAPoliceNews

SA State Emergency Service @SA_SES
https://twitter.com/SA_SES

YouTube

Bureau of Meteorology
www.youtube.com/user/BureauOfMeteorology

CFS
https://www.youtube.com/user/SACFS1

SA Police
https://www.youtube.com/user/SAPoliceNews

SASES
https://www.youtube.com/c/SesSaGovAu/ about

Emergency Preparation Advice

The following government resources are available to assist you in preparing for future disruptions.

CFS - Business and organisation Fire Safety
https://www.cfs.sa.gov.au/site/prepare_ for_a_fire/prepare_your_home_and_property/ business_and_organisation_fire_safety.jsp

CFS - Pets and livestock
https://www.cfs.sa.gov.au/prepare-for-a-fire/ prepare-your-home-and-property/pets-and- livestock/

CFS- Your Guide To Bushfire Safety
https://www.cfs.sa.gov.au/resources/

Federal Government - Getting back to business
https://www.business.gov.au/Risk- management/Emergency-management/Help- for-Australian-bushfire-affected-businesses/ Getting-back-to-business

Federal Government - The National Bushfire Recovery Agency
https://www.bushfirerecovery.gov.au/

SA Business Information Hub - Preparing your emergency plan
https://business.sa.gov.au/start-your- business/Tools-and-templates/Preparing-your- emergency-plan

Bushfire Safer Places

Australian Red Cross - Register. Find. Reunite - National Registration Inquiry System (NRIS)
https://register.redcross.org.au/

CFS – Factsheet: Bushfire Safer Places
https://safecom-files.s3.amazonaws.com/ current/docs/cfs_fact_sheet_106_bushfire_ safer_places%20%281%29.pdf

CFS – List of Bushfire Safer Places and Bushfire Last Resort Refuges
https://www.cfs.sa.gov.au/site/prepare_ for_a_fire/bushfire_safer_places/list_of_ bushfire_safer_places_and_bushfire_last_ resort_refuges.jsp

Recovery Assistance

Declared Disaster - Primary Producers

Once a bushfire is declared a disaster by the government this unlocks additional assistance, including financial assistance, for those affected.

Wine Australia - Fire and smoke assessment
https://www.wineaustralia.com/ fireandsmokeassessment

SA Government - Natural disaster recovery assistance for primary producers
https://pir.sa.gov.au/emergency_management/ bushfire_support/financial_support_after_a_ bushfire#toc0

SA Government - Wine industry bushfire support
https://pir.sa.gov.au/emergency_management/ bushfire_support/bushfire_recovery/ vineyards_and_orchards/support_for_wine_ grape_growers

Returning to Your Business Premises

Insurance Council of Australia – Recovering from a Disaster
www.understandinsurance.com.au/recovering- from-a-disaster

MFS - Cleaning Up After A Fire
https://www.mfs.sa.gov.au/site/community_ safety/home_fire_and_life_safety_fact_sheets/ cleaning_up_after_a_fire.jsp

SA Health - Food safety in an emergency
https://www.sahealth.sa.gov.au/ wps/wcm/connect/public+content/ sa+health+internet/conditions/ food+safety/keeping+your+food+safe/ food+safety+in+an+emergency

Business Damage Assessment

CPA Australia - Damage Assessment Checklist and Cost Template
www.cpaaustralia.com.au/professional- resources/business-management/business- recovery/disaster-recovery-toolkit

Volunteers

Safework Australia - The Essential Guide to Work Health and Safety for Organisations that Engage Volunteers
https://www.safeworkaustralia.gov.au/doc/ essential-guide-work-health-and-safety- organisations-engage-volunteers

Financial Assistance

Australian Taxation Office - May be able to help you to sort out your tax affairs later so you have time to deal with your more immediate problems first.
https://www.ato.gov.au/General/Dealing-with- disasters/

CPA Australia / Accountants – Disaster Recovery Toolkit.
https://www.cpaaustralia.com.au/professional- resources/business-management/business- recovery/disaster-recovery-toolkit

National Bushfire Recovery Agency - Has been established to lead and coordinate a national response to rebuilding communities affected by bushfires across large parts of Australia, including list of grants and loans available to small businesses.
https://www.bushfirerecovery.gov.au/ recovery-support/small-business

Private or Corporate Lenders

Australian Financial Complaints Authority - Information for Small Business: Making a complaint about a Financial Firm
https://www.afca.org.au/make-a-complaint

Good Shepherd - You might be able to access interest-free micro loans, through providers like Good Shepherd for short term assistance.
www.goodshepherdmicrofinance.org.au

Your Finance Provider - Call, visit or access the website of your finance provider to access information about the ability to defer loan repayments or provide other financial support after a bushfire or other disaster.

Government

Federal Government - Provides advice on Commonwealth Disaster Assistance via DisasterAssist
www.disasterassist.gov.au/Pages/home.aspx

Legal Services Commission of SA - A free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in SA. Call Legal Services Commission on 1300 366 424 or visit
https://lsc.sa.gov.au/

SA Business Information Hub - Can help direct businesses to low cost business advisory services and business skills training.
https://business.sa.gov.au/Grants-and-support-services/Business-advice-services

SA Business Information Hub - Provides information on its website on government financial support through grants and loans for declared disasters such as bushfires.
https://business.sa.gov.au/South-Australian-bushfire-recovery

Worker Mental Health

Beyond Blue - Is mental health and wellbeing support organisation that provides support programs to address issues related to depression, suicide, anxiety disorders and other related mental illnesses
https://www.beyondblue.org.au/

Heads Up - An offshoot of Beyond Blue that offers businesses the tools to create more mentally healthy workplaces.
https://www.headsup.org.au/home

Lifeline Adelaide - Is committed to preventing suicide, supporting people in crisis, and promoting good mental health and emotional wellbeing.
https://www.lifelineadelaide.org/

SANE Australia - Is a national mental health charity focusing on people affected by complex mental health issues
https://www.sane.org/

SOUTH AUSTRALIAN WINE INDUSTRY
ASSOCIATION INCORPORATED